

Fact Sheet

Tailored Plan Enrollment and Timeline

Tailored Plans Launch October 2023

NC Medicaid will transition beneficiaries who may need certain services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI) to the **Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan (Tailored Plans)** beginning October 1, 2023.

Until then, potential Tailored Plan beneficiaries will receive health care services the same way they do today, through NC Medicaid Direct or Standard Plans.

This fact sheet provides details on what Tailored Plans are, who qualifies for Tailored Plans and how and when this transition will occur.

WHAT ARE TAILORED PLANS ?

Tailored Plans are integrated health plans that provide:

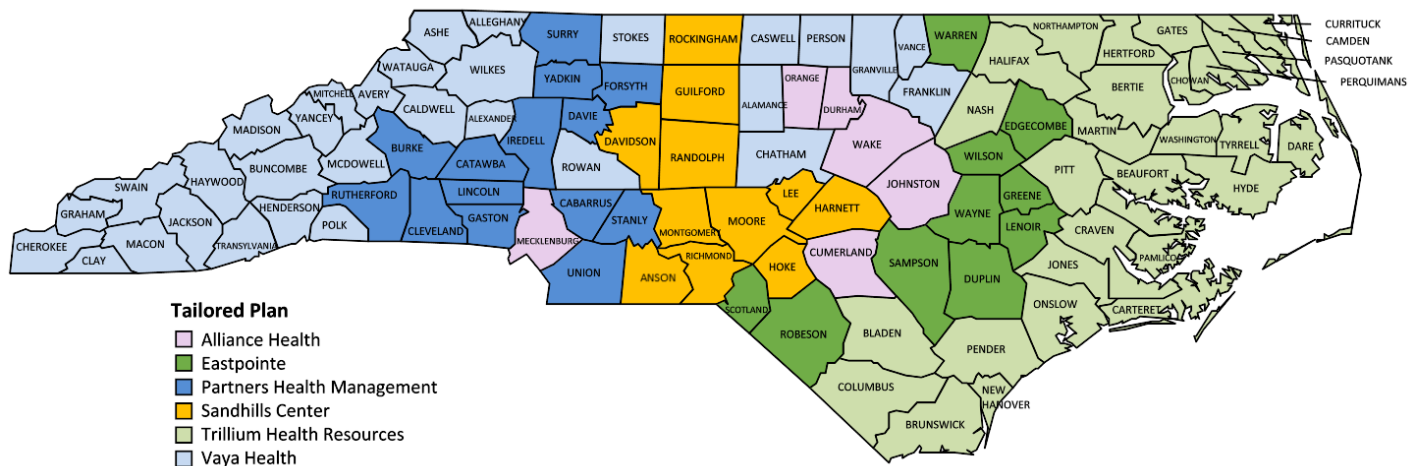
- Physical health
- Behavioral health services for beneficiaries who may have significant mental health needs, severe substance use disorders, I/DDs or TBIs.
- Tailored Care Management for beneficiaries who qualify
- Pharmacy
- Added services, such as wellness programs.

TAILORED PLAN SERVICES AREAS

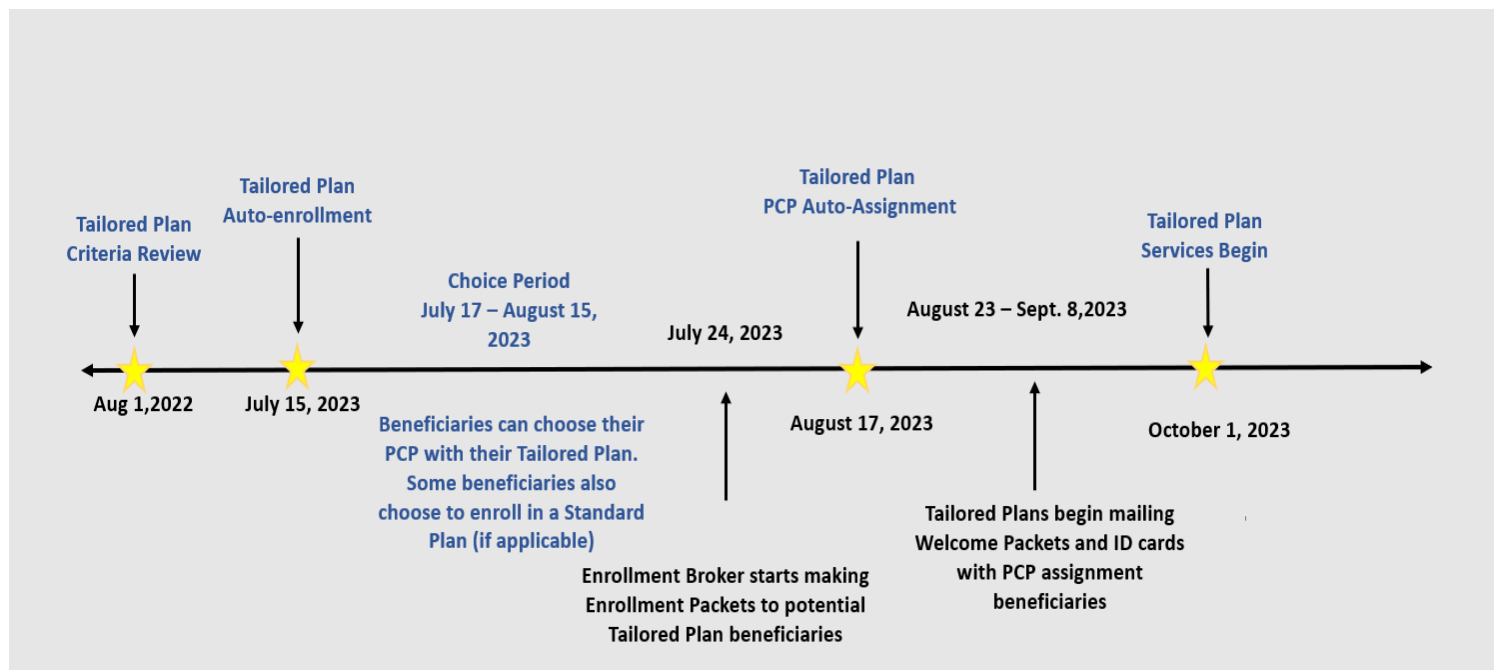
There are six Tailored Plans, and **only one Tailored Plan serves each county**. Tailored Plan service areas are based on the county that manages the beneficiary's Medicaid case (administrative county). Tailored Plans are Local Management Entities/Managed Care Organizations (LME/MCOs) that will provide services for Tailored Plan members.

- **Alliance Health:** Cumberland, Durham, Johnston, Mecklenburg, Orange, Wake
- **Eastpointe:** Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Warren, Wayne, Wilson

- **Partners Health Management:** Burke, Cabarrus, Catawba, Cleveland, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union, Yadkin
- **Sandhills Center:** Anson, Davidson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond, Rockingham
- **Trillium Health Resources:** Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington
- **Vaya Health:** Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rowan, Stokes, Swain, Transylvania, Vance, Watauga, Wilkes, Yancey



TAILORED PLAN TIMELINE



MILESTONE	IMPORTANCE	TIMELINE	WHO CAN HELP?
Tailored Plan Criteria Review	<p>NC Medicaid will complete a review of all Medicaid beneficiaries to determine who qualifies for Tailored Plan.</p> <p><i>Note: Beneficiaries who no longer qualify for Tailored Plan will receive a notice from the Enrollment Broker about their health care options.</i></p>	8/1/2022*	
Auto-enrollment	<p>Beneficiaries who qualify for Tailored Plan will be auto-enrolled in Tailored Plans based on managed care status and administrative county.</p> <p>Beneficiaries will receive a notice from the Enrollment Broker with their enrollment and choices.</p>	Beginning 7/15/23*	Beneficiaries should contact the Enrollment Broker for assistance.
Choice Period	<p>Beneficiaries need to choose a primary care provider (PCP) with their Tailored Plan.</p> <p>Beneficiaries may choose to enroll with a Standard Plan (if applicable).</p>	7/17-8/15*	<p>Beneficiaries should contact their Tailored Plan to choose a PCP.</p> <p>Beneficiaries should contact the Enrollment Broker to choose a Standard Plan (if applicable).</p>
PCP Auto-assignment	Beneficiaries who do not choose a PCP will be automatically assigned to one by their Tailored Plan.	Beginning 8/17/23*	Beneficiaries should contact their Tailored Plan for assistance.
Day 1 – Tailored Plan Start Date	Beneficiaries will begin receiving health care services from their Tailored Plan.	10/1/23*	Beneficiaries should contact their Tailored Plan and/or the Enrollment Broker for assistance.

* Dates are approximate and subject to change.

TAILORED PLAN ENROLLMENT CRITERIA

NC Medicaid is responsible for managing and maintaining Tailored Plan enrollment criteria. Medicaid collects and reviews claims, encounters and information from the Tailored Plans (such as Innovations and TBI Waivers) to identify beneficiaries that qualify for Tailored Plans.

Identification for Tailored Plans enrollment will be an ongoing process.

TAILORED PLAN POPULATIONS – MANAGED CARE STATUS

Beneficiaries with the following managed care status in NC FAST will be auto-enrolled in the Tailored Plan that serves their county.

- Tailored Plan
- Tailored Plan - TBI/Innovation
- Tailored Plan - TBI/Innovation - Dual Eligible
- Tailored Plan - TCL ([Transitions to Community Living](#))
- Tailored Plan - ICF ([Intermediate Care Facilities](#))*
- Tailored Plan - SFR (State-funded Residential)*

*Tailored Plan – ICF and Tailored Plan SFR are future statuses pending legislative approval and will not have beneficiaries populated at this time.

Beneficiaries with the following managed care status will not be auto-enrolled in Tailored Plans but can choose the Tailored Plan that serves their county.

- Tribal - Tailored Plan - TBI/Innovation
- IHS - Tailored Plan - TBI/Innovation
- Tribal - Tailored Plan - TBI/Innovation - Dual Eligible
- IHS - Tailored Plan - TBI/Innovation - Dual Eligible
- Tribal - Tailored Plan - TCL
- IHS - Tailored Plan - TCL
- Tribal - Tailored Plan - ICF
- IHS - Tailored Plan - ICF
- Tribal - Tailored Plan - SFR
- IHS - Tailored Plan - SFR

AUTO-ENROLLMENT

Once auto-enrollment begins on July 15, 2023, potential Tailored Plan members will be enrolled in Tailored Plans and can:

- Choose a PCP with their Tailored Plan
- Choose a different health plan (if applicable)

- By calling **1-833-870-5500** (TTY: 711 or RelayNC.com)
- Online at ncmedicaidplans.gov

Auto-enrollment for Tailored Plans is based on:

1. If a beneficiary meets the Tailored Plan enrollment criteria
2. The county that manages the beneficiary's Medicaid case (administrative county)
3. Special population considerations (e.g., Tribal/IHS eligible or dual eligible)

